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USAID
WORLDWIDE PURCHASE CARD PROGRAM MANUAL

September 2003

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Welcome to the Worldwide Purchase Card Program. Program participants—Cardholders, Approving Officials, Program Coordinators, and billing financial offices—at all levels will find the information in this manual helpful for the successful management of their program. Two of the primary goals of this Federal procurement program are

1) To streamline the Federal procurement process by empowering Federal employees to do their own purchasing of goods and services, and
2) To ensure efficient payment procedures have a clear path of accountability.

Specific objectives include

- Simplifying the purchasing process.
- Reducing the paperwork and administrative costs of official government purchases.
- Streamlining payment procedures and improving cash management practices.
- Improving management controls, reporting and decision-making activities.

We hope this manual encourages all Purchase Card Program participants to use the Purchase Card to the maximum extent possible.

Office of Acquisition and Assistance
U.S. Agency for International Development

Worldwide Purchase Card Program Manual

Table of Contents	Page Number

SECTION I - INTRODUCTION

1.1 General Overview of the Purchase Card Manual

This manual contains the policies and procedures for the U.S. Agency for International Development (USAID) Worldwide Purchase Card Program. These guidelines apply to all USAID employees using the Purchase Card for acquiring goods and services.

1.2 Background

Through the years, the Federal government has used many methods to purchase supplies and services needed to accomplish its mission. Some of these methods -- especially those used for simplified acquisitions -- have been cost effective nor widely accepted by vendors.

Recognizing these problems, the Office of Management and Budget (OMB) in 1986 introduced a credit card program as a means for acquiring goods and services. The OMB initiated the program on a pilot basis with the Department of Commerce. The pilot program was a tremendous success. As a result, OMB established the program on a permanent basis in 1989 with the General Services Administration (GSA) having program oversight.

Initially, GSA awarded a contract to Rocky Mountain Bankcard Systems (RMBS) to provide Purchase Card services to the Government. GSA referred to the first Purchase Card as the International Merchant Purchase Authorization Card (IMPAC). Following a successful showing domestically and an overseas pilot, GSA expanded the Purchase Card program worldwide in December 1995.

In early 1998, GSA awarded contracts to six major banks to provide card services to the Government when the RMBS contract ended in November of that year. GSA issues Government Purchase Cards under the umbrella of its SmartPay Program.

The USAID Worldwide Purchase Card Program became effective throughout USAID on November 30, 1998. Under the SmartPay Program, USAID selected Citibank for the Purchase and Travel Card services. This manual addresses only Purchase Card Services.

1.3 Purchase Card Program Overview

The Purchase Card is a streamlined procurement method that saves time and administrative costs. It empowers non-procurement employees with the authority to make official purchases within their limited delegated authority. The Federal Acquisition Regulation (FAR) states that the use of the Purchase Card is the preferred method to purchase and pay for micro-purchases. A micro-purchase is limited to $2,000 for construction and $2,500 for any other type of buy. You normally use the Purchase Card for micro-purchases instead of Standard Form 44, Blanket Purchase Agreement (BPA) Orders, and Purchase Orders.

GSA specifically designed the Purchase Card Program for Government use. You may use the card for over-the-counter, Internet or telephone purchases. You may also use the Purchase Card as a stand-alone procurement instrument, or use it to place orders against established contracts and agreements (such as Federal Supply Schedules, blanket purchase agreements, and indefinite delivery type contracts), if the terms in the contract or delivery order authorize the use of the card for payment. The (FAR) encourages agencies to use the Purchase Card to the maximum extent practicable. Purchases made with the card are subject to the FAR. Use of the card in no way relieves the Cardholder from any requirements of Federal Appropriations Law, Federal Acquisition Regulations, or USAID policies and procedures. Within USAID, you must use the Office or Mission Purchase Card for all purchases under $2,500. The only exception is when the vendor does not accept the USAID government Purchase Card as a method of payment.

1.4 Significant Changes in the Worldwide Purchase Card Program

a. **Card Provider – Citibank.** The first major change is that USAID has changed the card provider. As of November 30, 1998, Citibank is the card provider for all USAID Travel and Purchase Card Services, replacing American Express for Travel, U.S. Bank for Purchase (formerly Rocky Mountain Bank).

b. The USAID Government Purchase Card is a Citibank “Visa” card. An embossed U.S. Government logo and the specified “Tax Exempt Status” are on Citibank Purchase Cards issued for domestic and overseas use.

1.5 Warning—Misuse of the Purchase Card/Penalties

When using the Purchase Card, the Cardholder must comply with all applicable Federal and USAID agency prohibitions, controls, limitations, and approval requirements. Intentional misuse of the Purchase Card by a Cardholder for other than official Government business will be considered an attempt to commit defraud against the U.S. Government and will result in the immediate cancellation of the employee’s Purchase Card. Further, the Cardholder will be subject to disciplinary action in accordance with ADS 485, Disciplinary Action - Foreign Service, or ADS 487, Disciplinary and Adverse Actions Based on Misconduct - Civil Service. An employee will be personally liable to the Government for the amount of any unauthorized transaction and may be subject to a fine of not more than $10,000 or imprisonment for not more than five years, or both, under 18 U.S.C. 287.

SECTION II - DEFINITIONS

Account Setup Information: Specific information (e.g., name, address, office symbols, limits, MCCs & hierarchy level) is required for each card so that the issuing bank can establish an account. Each ordering Agency or Organization must supply this information to the issuing bank.

Agency or Organization Level: The Agency or Organization may establish a hierarchy level with the purpose of maintaining the structure used to organize and report on all issued cards.

Agency Program Coordinator (APC): The designated individual in Acquisition and Assistance who manages the Agency's Purchase Card Program. Multiple levels of program coordinators are anticipated within different hierarchies or at different hierarchical levels within the program for each Agency or Organization.

Office Program Coordinator (OPC) or Approving Official (AO): This individual may have one or more Cardholders under his or her purview. The OPC or Approving Official must review the Cardholder's monthly statements and verify that all transactions made were reasonable and allowable to the government. You can find a more detailed description of this function in Section VI.2. In USAID/W the OPC must be a USDH employee.

Authorization: This is the process of verifying that a transaction is within the authorization controls at the point of sale.

Billing Cycle Date: This is the cut-off date for which charges are processed for the billing cycle. The APC determines the cut-off date in the contract negotiation process. It is also known as the closing date. For USAID, it is the 25^{th} of the month.

Billing Cycle Office Limit: The APC sets a billing cycle office dollar limit, which each Office Program Coordinator or Approving Official may use to assign purchase limits to its Cardholders.

Billing Cycle Purchase Limit: This is the spending limit for a Cardholder's cumulative purchases in a given billing cycle. Purchase limits may be assigned in increments of $100 up to $999,900.

Billing Date: The billing date is the date the Agency or Organization Designated Billing Office receives the invoice, in accordance with the Prompt Payment Act.

Blanket Purchase Agreement (BPA): Is an existing agreement (negotiated by contracting activity or other government entity) that Cardholders can sometimes order against using their Purchase Card.

Bulk or **Reoccurring Obligation:** At the beginning of each month, USAID records this obligation using an advanced reservation of funds. USAID calls this a "reoccurring obligation."

Cardholder: Any Federal employee (designated by the Office Program Coordinator, Executive Officer, Mission Director, or Regional Contracting Officer) legally possessing a Purchase Card.

Cardholder Dispute Form: This document, in reconciling the monthly Statement of Account, informs the issuing bank and the Billing Office of a disputed transaction. The Cardholder completes this form whenever he or she questions a transaction on the monthly Statement of Account and is unable to first resolve the discrepancy with the vendor.

Committee for Purchase From People who are Blind or Severely Handicapped: This is a required source for specific types of purchases made with the Purchase Card. Also referred to as NIB/NISH or JWOD, per FAR Part 8.

Contractor: An organization providing goods and services purchased with the Purchase Card.

Declined Transaction: A transaction where the issuing bank has disapproved authorization.

Delegation of Authority: USAID's Office of Acquisition and Assistance issues this document to establish the individual as an authorized Cardholder, detailing any specific spending limits or contracts authorizations.

Designated Billing Office (DBO): The DBO is responsible for payment of the issuing bank monthly Invoices. (The DBO is the Office of Financial Management for domestic offices and the Controller for overseas offices.)

Dispute Billing Office (DBO): The APC handles this function to track disputes (pending and resolved) and to assist in resolving disputes between the Cardholder and the vendor. If unable to resolve the dispute, the APC forwards it to the GSA Contracting Officer for resolution.

Dollar Limit: The Office Program **Coordinator or Approving Official** at the Mission or Bureau level establishes this spending limit. This official must determine the single purchase and monthly limits at the time the account is established.

Domestic: All 50 states of the United States, the District of Columbia, and U.S. Territories and Possessions.

Exception: Permission to proceed with a purchase outside of required sources, when certain conditions apply.

Federal Acquisition Regulation (FAR): The FAR implements uniform policies and procedures for supplies and services by Federal agencies.

Federal Prison Industries (FPI): FPI is the required source for the Purchase Card Program. Congress created UNICOR as a wholly owned government corporation in 1938. UNICOR provides training and employment opportunities for prisoners in Federal penal and correctional institutions through the sale of supplies and services to the government. By law, UNICOR produces items only for Federal penal institutions and government use.

Fraud: Any felonious act of corruption or attempt to cheat the government or corrupt the government's agents.

GSA ADVANTAGE!: An on-line ordering system offering a streamlined approach to ordering from GSA catalogs and Federal Supply Schedules, available at http://www.gsaadvantage.gov/advgsa/main_pages/start_page.jsp.

Merchant: Usually referred to as a vendor, a merchant supplies the products and services Cardholder may purchase using the Purchase Card. A merchant may be a government agency or organization, a required source, or a commercial supplier.

Merchant Category Code (MCC): An issuing bank classifies merchants by the type of business the merchant conducts and the kinds of goods and services provided. These codes, applied to a card when the account is established, to identify the types of businesses the Cardholder is authorized to obtain goods and/or services from

Micro-Purchase: An acquisition of supplies or services, the aggregated amount of which does not exceed $2,500 ($2,000 for construction).

Monthly Purchase Limit: The dollar amount a Cardholder may spend in any given month. Purchases charged in a monthly billing cycle cannot exceed the Cardholder's monthly limit. The vendor will not receive an electronic authorization approval if the charges exceed the monthly purchase limit.

Monthly Statement of Account: At the close of each billing cycle, each Cardholder will receive a Monthly Statement of Account from the issuing bank. The statement itemizes each transaction posted to the Cardholder's account during the past billing cycle. This statement also reflects any credits received from a vendor for disputed transactions.

Official Invoice (Corporate Invoice): This statement details all Purchase Card transactions (by Cardholder, merchant's name, dollar amount, and office reflecting a total amount due) and goes to the Designated Billing Office. The invoice rolls these charges up to a specific credit card number. Agency payments to the issuing bank reference this number for these charges.

Official On-Line: Direct access to computer-based data files and operations systems via computer terminals.

Required Source: You must check the government-established source of supplies and services before going to the commercial sector. See Section VI, Seven Steps in the Buying Process.

Single Purchase Limit: Each Cardholder has an assigned dollar limitation for a single purchase, which is based on his/her purchasing authority.

Splitting: This is an illegal tactic to manipulate or avoid the single purchase limits or the monthly purchase limit. For example, if a Cardholder has a single purchase limit of $2,500 and wants to purchase a computer valued at $2,600, it would be illegal to split the purchase into two transactions, one for $100 and another for $2,500. This is not permitted.

Suspension: This process prohibits an account individual or corporate from making purchases with the card due to non-payment of invoices from the issuing bank.

Task/Delivery Order: A document that specifies and orders required products and services and the negotiated price at which they will be provided. It must comply with the terms and conditions in the Master Contract.

Tax Exempt: Not subject to Federal, state, or local tax.

Transaction Dispute: A disagreement between the Cardholder and the vendor regarding a specific transaction.

Transaction Dispute Office (TDO): The APC who works with the vendor on behalf of the Cardholder to resolve disputed transactions handles this function.

Transaction Type: The method by which an order is placed with the Purchase Card. Purchase Card buys may be made in person (over the counter), or by telephone, fax, or the Internet.

Vendor: A vendor is the source for the products and services Cardholders use to make purchases with their Purchase Card. The vendor may be a government agency or organization, a required source, a contractor, or a merchant.

Waiver: A waiver must be written by the Cardholder to justify making an open market purchase when a required source offers the product or service.

SECTION III - SET-UP, MAINTENANCE AND CANCELLATION PROCEDURES

3.1 General

The APC handles USAID Set-up, Maintenance, and Cancellation procedures.

This section addresses the procedures and forms used to establish new accounts (account set-up) and how to make changes to existing accounts (account maintenance).

This section also provides additional information on "Merchant Activity Codes." These codes, imbedded into each Purchase Card, determine what a Cardholder is authorized to purchase with his or her card.

3.2 Purchase Card Forms and the "Application Package"

You must submit an appropriate, completed, and issuing-bank form to the APC in order to establish a new Office Program Coordinator, Approving Official, or new Cardholder account, make a change to existing account profile information, or cancel an account. You can find these forms at http://www.citibank.com/cashtradetreasury/homepage/wccm/commcards/

3.3 To Establish a New Cardholder

Use the "Government Purchase Card Setup Form" (CB001). The prospective Cardholder should complete Section IV, items 4-12, and must sign and date the form at Section VI. Forward the completed form to the APC for completion and processing. The verification information is the last four digits of the employee's Social Security Number if he/she has one and his/her service computation date.

3.4 To Establish an Approving Official

Use the "Government Approving Official Setup/Maintenance Form" (CB007). Approving officials must complete Section II, items 1-6, and the AO must sign and date at Section IV as Approving Official. Forward the completed form to the APC for completion and processing.

3.5 To Establish a New Office Program Coordinator

Use the "Government Agency/Organization Program Coordinator Setup/Maintenance Form" (CB006). The OPC must complete Section II, items 1-5, and sign and date at Section IV, #1. Forward this form to the APC for completion and processing.

3.6 Account Maintenance

You must send all changes to the APC via e-mail. The APC will make the change to the account information. Examples of changes are when Cardholders change their name (due to marriage-or divorce), move from one office to another, or the Office Program Coordinator requests the account to be closed. The Cardholder must not contact the issuing bank directly to make changes. The APC must submit the changes.

3.7 Account Cancellation

Account cancellation is the process of closing or canceling an existing account. Only the APC cancel card accounts with the issuing bank. The Cardholder is not authorized to close the account. Once the account has been cancelled, the Cardholder must cut the card in half and destroy it. The Cardholder should forward all account cancellation requests to the APC via e-mail.

3.8 Disposition of Files Upon Account Cancellation

Upon the cancellation of a Cardholder account, you must provide the OPC or Approving Official all files, including unreconciled requisitions, sales drafts, Purchase Card Buying Logs, and the Purchase Card, which you have cut in half. The OPC or AO reconciles the departing Cardholders' account and retains the file documentation for three years.

3.9 OPC/Approving Official Separation or Transfer

When an OPC or AO relinquishes his/her role, the OPC or AO must:

- Ensure the designation and proper training of a new Approving Official in time to review and sign Cardholders' monthly statements of account. Make arrangements with the office's mail distribution staff to forward any subsequent issuing bank Statements of Account to the new OPC or AO for reconciliation and certification.

- Complete an Approving Official Set-Up/Maintenance form (CB007) and forward it to the APC.

- Notify, in writing, each affected Cardholder of the name and address of the new AO.

When replacing an AO, the APC must complete the Approving Official Set-Up and Maintenance form (CB006) to reflect only a change of name and address (if required) from the former AO to the new AO.

SECTION IV- PARTICIPANTS OF USAID PURCHASE CARD PROGRAM

4.1 USAID Participant Roles

The participants under the USAID Purchase Card program include the Chief Acquisition Officer, the (APC), Organization Program Coordinators or Approving Officials (OPCs or AOs), Designated Billing Officials (DBOs), and Cardholders (CH).

A. (APC). This individual, located within M/OAA, manages the domestic and international Purchase Card Program. This individual is the focal point for answering questions, completing contract administration activities, coordinating applications, issuing and destroying cards, establishing and reviewing reports, monitoring program performance, developing long-term program goals, managing administrative training, and serving as the overall point of contact between the Cardholders, the agency or organizations, the issuing bank, and GSA.

Examples of higher level administration duties performed by the APC include;

- Directing changes to individual account information;
- Establishing a new Purchase Card Program, adding new Program Coordinators, Approving Officials, and Cardholders;
- Canceling existing accounts;
- Coordinating training;
- Monitoring charges on Purchase Card accounts;
- Following up with the Billing Office on delinquent payments for corporate invoices;
- Performing temporary account changes (forced authorizations); and
- Clarifying policy guidance.

B. The Approving Official (AO) is responsible for: determining who in his/her organization can be a Cardholder, the single purchase/monthly limits, and the type of merchants from whom a Cardholder may purchase goods and services. The AO usually approves the funding document for Cardholders who are not U.S. direct-hire (USDH) employees and have been delegated purchasing authority from the HCA (Head of the Contracting Activity). This role is most frequently exercised overseas when the number of USDH employees is limited and there is no USDH Executive Officer. The Mission Director is usually the AO when there are Cardholders who are not USDH employees. The AO does not have to be the Cardholder’s immediate supervisor or an official at a higher level than the Cardholder. An AO may be a Cardholder, but may not be his or her own AO.

(The role applies to the Overseas Purchase Card Program.)

C. **<u>The Office Program Coordinator</u>** <u>(OPC).</u> The OPC position is normally held by the Executive Officer or the immediate supervisor of the Cardholder. This individual is responsible for:

- Determining who in his/her organization can be a Cardholder, the single purchase/monthly limits, and the type of merchants the Cardholder can purchase goods and services from.
- Providing any prospective Cardholder with the necessary forms needed by the APC in order to issue that individual a Purchase Card, and forwarding all new Cardholders applications to the APC for processing.
- Ensuring that each Cardholder has a commitment and obligation number (for OE-funded items) or MAARD fund cite (for program-funded items) established in the finance system prior to making a purchase.
- Complying with the requirement that an AID 530-3 or other funding document is presented to the Cardholder for signature for each purchase requirement, unless the Office Program Coordinator or Billing Officer has created a recurring obligation.
- Submitting to the APC all changes relating to a Cardholder's profile via e-mail or phone timely when a Cardholder leaves the organization or the agency.
- Reconciling the corporate invoice for payment by ensuring that the obligation number referenced has sufficient funding to pay the invoice and that any disputed transactions are identified on the approval document within five days of receipt from the Designated Billing Office and returning that document to M/FM/DCB within five days of receipt.
- Assisting the Cardholder in solving ordering and billing disputes and ensuring that the Cardholder disputes any charges not recognized as legitimate by filing a dispute form with the issuing bank within the time frame stated in the contract.
- Reporting any misuse of the Purchase Card to the APC in a timely manner.
- Ensuring that your Cardholders are not splitting a requirement to stay within the micro-purchase threshold rather than use another procurement tool.
- Retaining copies of all administrative approvals submitted to the Billing Office for payment for three years.
- Completing the annual refresher course for recertification.
- Perform the Purchase Card Annual Review (**overseas OPC only**).
- Ensuring that each Cardholder prepares a Delegation of Authority document and forwards it to the Mission Director for signature. You can find a sample document at Exhibit 6.
- Reviewing all Cardholder Purchase Card Applications to ensure that all pertinent information is provided so that the APC can process the application in a timely manner. The OPC or AO must determine the amount that each Cardholder is expected to spend during the month.
- Establish specific procedures for maintaining security of the card.
- Ensuring that Purchase Card is used for its intended purpose and that the handling of disputes is timely by filing the required dispute form to issuing bank within 60 days from the date the charge appeared on the statement.
- Coordinating all procurement requests and ensuring that the proper funding is reserved before the Cardholder uses the card.

Each Mission's OPC or AO is responsible for the day-to-day operations and oversight of their individual Purchase Card program. The OPC ensures that a standardized operating procedure (SOP) is in place prior to using the card. You may find a boilerplate SOP at Exhibit 7. The OPC or AO and the Cardholder play a critical part in all aspects of the buying process, beginning with the actual purchase and ending with the final review and approval of the Cardholder Monthly Statement of Account. Once they have completed this process, the Office Program Coordinator must forward the approved voucher to the Controller's office (DBO) for certification and payment at the corporate level. This section highlights the roles and responsibilities of each of these key players and their importance to the overall effectiveness and success of a Bureau or Mission Purchase Card Program.

D. Cardholder. The Cardholder in USAID/W must be a USDH employee. For overseas offices this individual may be a United States Direct Hire (USDH), Foreign Service National (FSN), Third Country National (TCN) or United States Personal Service Contractor (U.S. PSC) who has been delegated purchasing authority by the Head of the Contracting Activity (Mission Director). The Cardholder is responsible for

- Using the card in accordance with established policies and procurement regulations, ensuring that funds are available before making a purchase.
- Seeking the best value for all goods and services by comparing or gathering price quotes and by shopping using the GSA Advantage a convenient in-line shopping service for the purchasing of government-wide goods and services.
- Distributing repetitive commercial purchases among qualified vendors.
- Submitting a purchase request to the AO or OPC, on an AID 530-3 or other funding document, and obtaining signature ensuring that funds available and committed before making a purchase.
- Maintaining a Purchase Buying Log by documenting each transaction.
- Reviewing all procurement documentation for completeness, accuracy and compliance with all Federal regulations, policies, and procedures.
- Observing personal dollar limits on purchases.
- Not splitting a requirement in order to stay under the single purchase threshold.
- Reconciling the Monthly Purchase Card Statement of Account, noting obligation number and dollar amount to be paid and forwarding it to the AO or OPC within five days of receipt.
- Filing a timely dispute form by faxing copy of the form to the issuing bank.
- Informing the APC via e-mail or phone when moving from one office to another, transferring post, or leaving the agency.
- Reporting a lost or stolen Purchase Card as soon as possible to the issuing bank customer service department and to the APC.
- Securing the Purchase Card at all times by keeping it in a locked drawer, cabinet, or desk.
- Not permitting anyone else to use the Purchase Card.
- Completing the annual refresher course for recertification.

E. **<u>Designated Billing/Finance Office (DBO).</u>** The DBO is responsible for

- Establishing commitments or obligations for Cardholders (Office Program Coordinator in USAID/W).
- Reconciling corporate invoices.
- Making payment to the issuing bank for the monthly invoices within Prompt Payment Act timeframes, ensuring that all payments reference the corporate account number.
- Identifying billing discrepancies to the APC.
- Providing feedback to the APC on the issuing bank's performance.

(This role applies to USAID/W and the Overseas Purchase Card Program.)

SECTION V- ESTABLISHING BUREAU AND MISSION PROGRAMS

5.1 General

To establish a new account under the Purchase Card program, each prospective participant must attend the Purchase Card Training, take the GSA SmartPay Web-based Training Course, successfully pass the quiz at the end of this Training, print out the Certificate of Completion, and submit a completed Purchase Card application package to the APC. In addition to the steps involved in establishing an account, this section addresses the "Delegation of Authority Memorandum" required for all participants and specific card controls available, such as "merchant category codes."

5.2 Steps Involved in Establishing Purchase Card Accounts

Three Steps in Establishing Purchase Card Accounts		
Step Number	**Description**	**Applicability**
Step 1	Complete Training and Pass	CHs
Step 2	Submit Completed Application Package to APC	CHs/AOs
Step 3	Activate Card	CHs only

Step 1: Complete Purchase Card Training and Pass Test

Purchase Card Training for Cardholders. Before receiving a Purchase Card, each prospective Cardholder must attend the in-house Purchase Card Training conducted by the APC and pass the GSA Web-based Purchase Card Program Test.

On-Line Training for OPCs and AOs. Training is available and mandatory for all OPCs or AOs managing the Purchase Card Program. This training is found at: http://apps.fss.gsa.gov/webtraining/trainingdocs/aopctraining/index.cfm.
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Purchase Card Spending Threshold Categories and Requisite Training. There are three categories of spending thresholds available under the USAID Purchase Card Program. Each of these categories has specific training requirements that must be met to obtain the desired spending threshold. Unless an exception is granted, first-time Cardholders are only eligible for a single purchase limit of $2,500 or less. A description of each spending category along with requisite training follows.

Description of Purchase Card Spending Categories

Category 1 - Single Purchase Limit of $100 to $2,500. The Category 1 spending threshold is the Purchase Card limit granted to employees who are non-procurement personnel. The single purchase limit of up to $2,500 per purchase falls within the "micro-purchase" threshold identified in the Federal Acquisition Regulation (FAR). The specific training requirements include:

- Completion of Purchase Card training using the following USAID-approved tools: 1) Interactive Purchase Card CD-ROM (PowerPoint) In-house Training conducted by the APC and 2) GSA Web-Based Purchase Card Training found at: http://www.fss.gsa.gov/webtraining/trainingdocs/smartpaytraining/index.cfm. The prospective Cardholder must successfully pass the GSA Web-based Training prior to receiving his/her Purchase Card and Delegation of Authority.

Category 2 - Single Purchase Limit of $2,500 to $25,000: This spending threshold is granted to non-procurement personnel and exceeds the "micro-purchase" threshold identified in the FAR and therefore requires the Cardholder to follow all requirements for competition as well as all other FAR requirements. In order for a Cardholder to obtain a Purchase Card with a Category 2 spending threshold, the Cardholder must

- Meet the training requirements under Category 1 above; and

- Complete 40 hours of Simplified Acquisition training from a commercial source identified by M/OAA/E. The APC must receive a copy of the training certificate and a written request for the increase.

The needs of the organization and the discretion of the APC form the basis for the decision to issue a card for the higher threshold to a Cardholder. See Exhibit 9.

How To Request a Threshold of $2,500 to $25,000

- The Cardholder must send written justification to the Chief, M/OAA/E, showing how the Cardholder will use the higher authority. When and if the request is approved, the OPC and Cardholder will receive a signed copy of the request, along with a copy of the Ad hoc delegation of authority for their files.

Category 3 - Single Purchase Limit of $25,000 up to $100,000: Category 3 is reserved exclusively for Contracting Officers and Executive Officers and is the highest spending level category available under the Purchase Card program. The requirements for this category include

- Minimum training requirements under Category 1 above; and

- The individual must possess a Warrant (Contracting Officer or Executive Officer) that accommodates the limit requested.

Category	*Single Purchase Limit*	*Monthly Purchase Limit*	*Training Requirements*
1	$100 - $2,500	$25,000	Three hours of Purchase Card in-house training via the Interactive CD-ROM and the GSA Web-Based Purchase Card Training.
2	$2,500 - $25,000	Determined by OPC/Approving Official	40 hours of Simplified Acquisition Training. Request for increase must be in writing from Program Manage or Office Program Coordinator. You must provide copy of Completion of Training Certificate.
3	$25,000 - $100,000	$100,000 or higher	Only applies to Warranted Contracting Officers with appropriate demonstration of requisite need and internal controls in writing. Must meet Category 1 requirement above.

Step 2: Submit Completed Application Package to the APC

After completing training and successfully passing the Purchase Card Test or Exam, the second step in establishing an account is to submit a completed application package to the APC. See Section III, Set-up, Maintenance, & Cancellation Procedures, for additional information.

A. Delegation of Procurement Authority Memorandum

The APC provides each participant with a Delegation of Authority (DOA) as part of the Purchase Card process. The Cardholder receives the Purchase Card and the DOA when he/she presents a certificate of completion of the GSA Training Web-Based Training to the APC. This Delegation recognizes the recipient as a "procurement official" and, in the case of the Cardholder, grants authorization to expend government funds. This limited purchasing authority is a delegation originating from the Chief Acquisition Officer to the Chief of the Evaluation Division in M/OAA for the Purchase Card program. You may find a sample Delegation Document at Exhibit 6 of this manual.

B. Authorized Controls of Purchase Card

Spending and authorization controls provide the Purchase Card OPC or AO the ability to control how and where a Cardholder uses his or her card. Each card is coded with specific spending and authorization controls as identified below. The OPC or AO may further restrict the Cardholder from certain types of merchant establishments and to specific dollar limits. This process should be done when the card account is initially created but Office Program Coordinators can request that it be change it at any time.

- **Per Transaction Dollar Limit:** This is the amount each Cardholder is authorized to spend in a single purchase. A purchase may consist of a single item or a variety of items that when totaled do not exceed $2,500.

- **Monthly Dollar Limit:** This is the amount a Cardholder is authorized to spend in a single billing cycle. The OPC or AO establishes this limit for each Cardholder. This limit is based on the overall budget of the organization available for expenditure using the Purchase Card.

- **Daily Transaction Limit:** The OPC or Manager may request this limit for a specific Cardholder, but it is not a standard control on USAID's Purchase Cards.

- **Card Usage by Merchant Category Code (MCC):** A group of merchants offering similar products or services receive this code. You will receive a Purchase Card based upon the needs of your organization. The OPC or AO will determine the types of merchants you may deal with. Please contact the APC if you have specific questions regarding these restrictions.

C. Request for Forced Authorization

In order for a Cardholder to procure goods or services from a vendor whose MCC has not been authorized for the Purchase Card, the Approving Official must submit a Request for a Forced Authorization to the APC. See Exhibit 2. Once approved by the APC, the APC contacts the issuing bank and the MCC becomes part of the Cardholder's information. You can e-mail or fax this form to the APC who will inform the AO when this change has been completed.

D. Request for Threshold Increase

The decision whether or not to issue a card increase is based on the needs of the organization and the discretion of the APC, after careful consideration. See Exhibit 9.

Step 3: Activating your Purchase Card (Cardholders Only)

Activating Your Card

The final step in establishing a Cardholder account is, upon receipt of the Purchase Card, to call the credit card company to activate it. All cards have inactive status on issuance to reduce opportunities for fraud. Before calling to activate your card, please verify all information, including the spelling of your name, and then sign the signature strip on the back of the card. To activate the card account call the telephone number on the sticker adhered to the front of your card. Call toll-free within the United States, and call collect if outside the United States

During activation, you will have to provide the last four digits of your social security number or your service computation date, as submitted in your Government Purchase Card Setup Form CB001. The Cardholder should follow the voice instructions. When the call is completed, your card will be active and ready for use.

SECTION VI – SEVEN STEPS IN THE BUYING PROCESS

There are seven easy steps to follow when using your Purchase Card for either over-the-counter, phone, mail or Internet purchases below the micro-purchase threshold. This section will discuss each of the individual steps involved in the buying process. The chart below identifies each of the seven steps in the buying process.

The above graphic details the seven steps in the buying process. They are as follows: Define the requirement, review authorized and unauthorized purchase list, ensure available funding, review required sources, make the buy, record in purchase log and reconcile Cardholder monthly statement of account. For a more in-depth description see the steps below.

Step 1. Define the Requirement

The first step in the buying process is for the Cardholder to ensure that the requirement has been clearly defined. Requesting offices must always give Cardholders their requirements in writing. Requirements are normally submitted to the Cardholder in the form of the AID 530-3, Credit Card Transaction Form, or other type of Request Form.

AID 530-3, Credit Card Transaction Form: The Credit Card Transaction Form is an internal document that conveys to the buyer or Cardholder the request for goods or services. Missions may choose to create their own procurement request document. This form should describe what the Cardholder is to buy and provides other pertinent information useful for the Cardholder in the procurement process. The Cardholder must ensure that this document reflects the commitment number and the signature of the OPC or AO. When signing this form, the OPC or AO is confirming that the items on the list are for official use only and that adequate funding is available. You can find AID 530-3, Credit Card Transaction Form, at http://tcoweb.usaid.gov/forms/default.htm. A checklist of items normally addressed in the Purchase Process follows.

Purchase Request (PR) Checklist

- Purchase description
- Desired quantity
- Validation of available funds
- Delivery date(s) and shipping point(s) or period of performance
- Shipping instructions
- Required justifications, approvals, or clearances (pre-acquisition clearances)
- Signature of authorized individual(s)

Examples of instances when pre-acquisition clearances are required include

- When using the Purchase Card to obtain the services of contractor personnel to perform onsite work at any USAID location, Cardholders may need to obtain a pre-security clearance from the Office of Security. Contact the Office of Security for detailed instructions once the requirement has been defined.

- The Cardholder must obtain a pre-acquisition clearance from Bureau for Management, Office of Information Resources Management, Telecommunications and Computer Operations (M/IRM/TCO) for any IT procurements. Send an e-mail providing all of the specifications should to Bureau for Management, Office of Information Resources Management, Telecommunications and Computer Operations (M/IRM/TCO) prior to purchase to ensure that the equipment meets the Agency's specifications. Attach a copy of the approval to the request and maintain a file copy. In Missions, coordinate with the OPC (Executive Officer).

Step 2. Determine Whether the Desired Goods/Services Are Authorized

The Government Purchase Card may be used to buy a variety of commercially available goods and services needed for official use. Certain supplies and services, however, fall into the category of "Unauthorized Purchases" based on Agency policies or the FAR. Reviewing the list of authorized and unauthorized purchases is the second step in the buying process. You will find examples of authorized and unauthorized purchases on the pages that follow. The list is not intended to be all-inclusive but illustrates common authorized and unauthorized supplies and services. Contact the APC with any questions regarding authorized and unauthorized purchases.

Authorized Use of the Government Purchase Card. You may use the Purchase Card unless otherwise noted in exceptions for the following types of purchases within establish Cardholder limits:

Office supplies and personal computers
Internet service providers

Chartering buses (this requires Bureau for Management, Office of Administrative Services clearance)
Conference room facilities and related costs
Fax machines, supplies and maintenance, books, and subscriptions
Mail transportation services (UPS, FEDEX, DHL) if the mailroom cannot accommodate your request
Recurring services not exceeding $2,500/year Internet Service Providers)
Printing/copying services (the Government Printing Office (GPO) accepts Purchase Cards and is a mandatory source for most domestic services)
Utility bills (authorized only overseas)
Repair, maintenance, or purchase of vehicles or vehicle spare parts (authorized overseas only)
Training, conferences, seminars, and registration fees
Caterers and restaurants for official functions
Professional services for legal, investigative, and language interpreters
Disaster assistance supplies, (tents, plastic sheeting, etc.)
Telecommunications services systems: You may use the Purchase Card to purchase cell phones and cell phone service provided the yearly amount for these services does not exceed $2,500.

Construction above $2,000: This includes all types of work done on a particular building or work at the site, including altering, remodeling, on-site installation of fabricated items, off-site painting and decorating, transporting materials and supplies to or from the building, etc. You must always have advance clearance from M/AS for minor renovation work for any USAID facility.

Recurring versus Non-Recurring Services

You may use the Purchase Card as a purchase mechanism up to the micro-purchase threshold of $2,500 per purchase. Normally, if the requirement is for on-going repetitive services or "recurring services." the best solution is to obtain contractual coverage from the Bureau or Mission Contracting Office. You are not permitted to split a requirement into individual transactions in order to use the Purchase Card. However in those cases where monthly services do not exceed $2,500 per year, you should consider the flexibility afforded by the Purchase Card. Examples of recurring services include Internet service providers, subscriptions, and courier services. When you project the cost of recurring services to exceed $2,500 per year, you should use a contractual vehicle rather than the Purchase Card.

Non-recurring services involve one-time or irregular services (e.g., foreign language translation services not needed regularly). You may purchase such "ad hoc" services up to the $2,500 single purchase limit using the Purchase Card whenever a requirement occurs.

→**Printing or Copying Services:** The Government Printing Office (GPO) accepts Purchase Cards and is a mandatory source for most domestic printing and copying services. Submit printing jobs to M/AS on AID 5-18 prior to forwarding to GPO. If you cannot obtain a printing or copying requirement in a timely manner through the Bureau for Management, Office of

Administrative Services, Consolidated Property Services M/AS/CPD, you may request a waiver from M/AS/CPD to use an outside printing or copying service.

→Photocopy Machines: Only M/AS staff members may procure copiers, supplies, and maintenance for these machines. Cardholders are prohibited from making these types of transactions with their Purchase Card.

Use of the Purchase Card for Training

General: You should purchase training on the Purchase Card when the cost is within the micro-purchase threshold. If the cost exceeds $2,500, you may not split the requirement to stay within the micro-purchase limit.

Use of the Purchase Card under Delivery Orders or Other USAID Contracts

You may use the Purchase Card to pay for delivery orders placed against established USAID contracts or agreements. However, the contract or agreement must specifically permit use of the Purchase Card as a payment mechanism.

Unauthorized Use of the Government Purchase Card

Do not use the Purchase Card (unless otherwise noted in exceptions) for the following goods and services:

Travel advance payments
Rental or lease of land or buildings
Individual travel expenses
Medical treatments
Design/engineering or consulting services
Vehicle rental or lease
Recurring services exceeding $2,500/year/requirement
Supplies that contain hazardous substances
or Hazardous waste clean-up and disposal
Rental and maintenance agreements exceeding $2,500/year
Fuel, fuel dealers (Authorized for overseas only)
Personal services (as defined in FAR 37)
Firearms (authorized for Security Office only)
Pesticide purchase or application
Construction in excess of $2,000

Step 3. Ensure funding is available

Once you have received approval for a request, the next step in the buying process is for you, the Cardholder, to ensure that adequate funding is available for the purchase. As discussed above, the AID 530-3 Form normally reflects the buying process, the description of the requirement and funding. The Cardholder must always verify the availability of funding before making any purchase.

Bulk Funding/Recurring obligation: A recurring obligation is a method of advance funding that, when authorized, greatly simplifies the use of the Purchase Card. With this procedure, the Office Program Coordinator (under a Commitment Number assigned to each Cardholder on a quarterly basis) sets aside a specific amount of funding and the Cardholder will drawdown on these funds. As the funds are depleted, the Cardholder should ask the Office Program Coordinator for more funding in sufficient time to prevent them from being completed exhausted.

Funding must include all shipping and materials handling charges.

Step 4. Review Required Sources

FAR Part 8 requires both domestic and overseas Cardholders to satisfy requirements for supplies and services from the sources listed below, in descending order of priority, before making any open market purchase. For example, before buying supplies commercially, a Cardholder must first check to see if the supplies are available from excess property (i.e., Agency Inventories or Excess from other Agencies). If not available from these sources, the Cardholder must continue down the list of required sources before buying commercially. This is a required step in the buying process.

FAR Part 8 Required Sources of Supplies (Order of Priority)	
1.	Agency Inventories
2.	Excess from other Agencies
3.	Federal Prison Industries, Inc. (UNICOR)
4.	Committee for Purchase from People who are Blind or Severely Disabled (NIB//NISH or JWOD Program)
5.	Wholesale Supply Sources (GSA Stock Program, GSA Advantage!)
6.	Federal Supply Schedules
7.	Commercial Sources

FAR Part 8 Required Sources of Services (Order of Priority)	
1.	Committee for Purchase from People who are Blind or Severely Disabled (NIB//NISH or JWOD Program)
2.	Federal Supply Schedules
3.	Federal Prison Industries, Inc. (UNICOR)
4.	Commercial Sources (Including educational and nonprofit institutions)

Exceptions and Waivers to Required Sources. Review of the “Required Sources of Supply and Services” applies to purchases made both domestically and overseas. You can receive an exception to the use of the Required Sources of Supply and Services if the source cannot meet the delivery requirement, the item requires local servicing, or the item must meet local standards. Price alone does not eliminate a required source. You must document justifications for exceptions to the Required Sources of Supply and Services on the AID 530-3 Form or other funding document. Lack of proper planning does justify not using the required sources of supply or services. Overseas Cardholders are exempted from using UNICOR to meet residential furniture requirements. Cardholders must obtain a clearance from M/AS/CPD before procuring any furnishings.

In accordance with procurement regulations, you must use Federal Supply Schedules in preference to open market commercial sources whenever feasible. Because of their variety and favorable prices, you should consider GSA schedules an important source in the ordering process. Required sources of supply are often the least costly and most efficient means of obtaining the desired requirement and they promote socioeconomic programs.

Step 5. ***Make the Purchase***

A. Methods of Purchasing Using the Purchase Card

There are four specific methods for making purchases using the Purchase Card:

- Over-the-counter purchases
- Telephone or fax purchases
- Mail or catalog purchases
- E-mail or internet purchases

1. Over-the-counter purchases. Inform the merchant of your government tax-exempt status. Once charged, you cannot dispute a tax at a later date.

2. Telephone or fax purchases. First, ensure that the merchant accepts the government Purchase Card. Confirm all the charges, especially those above and beyond the cost of the item. These usually include shipping and handling costs or processing charges and will affect the amount billed to your account. Be sure to inform the merchant of your government tax-exempt status. Ask the vendor to fax you a copy of the request with the total amount to be charged to your card. This will ensure that you know the amount is actually charged to your card.

3. Mail or Catalog Purchases. Mail or catalog purchases usually require that you provide the same information as a telephone transaction. If there is an order form, complete all the necessary information. Be sure to provide your shipping address, a contact name and telephone number, tax-exempt status, and other pertinent information to ensure that your goods will be delivered on time and that your account will be billed accurately.

4. E-mail or Internet Purchases. When making Internet purchases, you can avoid disputes by giving your account information only to merchants with a good reputation and who offer the security of secure socket layers (SSL) if it is a secure connection for greater protection for sensitive account information. A picture of a lock will appear in the bottom right hand corner of the screen (next to the word "Internet"). Many Internet sites also have security software, which prevents theft of your account information. Whenever possible, print copies of screens confirming pricing and other related information for your records.

B. Shipping and Handling. When you use telephonic and mail order methods of buying, ask the merchant for the charge total including any shipping or handling charges at FOB destination (this means the merchant is responsible for loss of, or damage to, the shipment during transit to the delivery point). Also, request that a copy of the charge be delivered with the merchandise. If the goods are to be shipped through a Dispatch Office, you need to advise the vendor to clearly mark the box as a Purchase Card order and identify the contents. Instruct the vendor to ensure that the proper "ship to" address appears on the outside label.

1. Domestic Shipments (USAID/Washington). You should ship items to either the Cardholder or another designated location. The Cardholder must ensure that a Freight Delivery Request Form is completed and forwarded to M/AS/CPD~~,~~ 72 hours prior to order delivery to the Ronald Reagan Building, Loading Dock. Therefore, it is very important that the merchant have the Cardholder's complete mailing address to ensure proper delivery. When you receive the delivery, you must retrieve sales drafts and delivery tickets from shipping containers for record purposes.

Cardholders should instruct the vendor to include the following on the shipping document or packing slip:

(a) The building number, room number, street address, city, and state for delivery;
(b) The Cardholder's name, office symbol, and telephone number; and
(c) The term "Purchase Card Order" (**do not write the Purchase Card Account Number on any shipping document**).

C. Shipping/Inventory Instructions for All Information Technology Purchases (USAID/W Only)

Bureaus and Offices must work with M/IRM to maintain current IT inventory records. Each Bureau or Office must prepare the required purchase documents, including an indication as to whether the purchase is OE or program funded. You must fax a copy of the final purchasing documents to the attention of the IRM/TCO Desktop Manager at (202) 216-3913 to enable M/IRM to coordinate delivery, receipt, and installation. Without exception, ship all incidental (hardware & software) IT procurements to the following central receiving address:

Computer Science Corporation/USAID
4151 Lafayette Drive, Suite #700
Chantilly, VA 20151
Phone: (202) 712-1354 and Reference Ordering USAID/W Bureau or Independence Office and Contact Person, Phone Number, and Funding Source, OE/Program

2. Overseas Shipments. The Cardholder must coordinate with the Executive Officer and General Services Officer at the respective Mission.

C. Miscellaneous

1. **Return Policies.** Cardholders should always check the merchant's return policies when ordering. The merchant should issue a credit back to your Purchase Card account for returned goods or services. Vendors are not authorized to charge your Purchase Card account until the merchandise is actually shipped or mailed.

2. **Taxes.** The Cardholder is responsible for informing the vendor that the purchase is for official U.S. Government purposes and therefore not subject to state or local tax. Purchases made

overseas are not exempt from foreign taxes. Nonetheless, Missions should follow established internal procedures for recording and reclaiming Value Added Tax (VAT). Sales tax charged erroneously by the vendor cannot be disputed through VISA Chargeback Regulations. Cardholders should make every effort to obtain a credit from the vendor for the amount of tax. If the Cardholder cannot obtain a credit, the ordering office must pay the tax.

The Cardholder should always inform the vendor that the purchase is U.S. government tax-exempt.

If the merchant does not recognize the credit card number as being a tax-exempt government agency, the Cardholder can provide a copy of the tax-exemption letter in the state in which the purchase is made. You can find tax exemption letter on the GSA web site: http://apps.fss.gov/services/gsasmartpay/taxletter.

Step 6. Record in Buying Log

- Always obtain a sales receipt for reconciling your Statement of Account.
- Update your Buying Log after each purchase.
- You can find a sample buying log at Exhibit 4.

Step 6.7 ***Reconcile Monthly Statement of Account***

Reconciling the monthly Statement of Account is one of the most important steps in both the buying process and the payment of the issuing bank invoice by the Designated Billing Office (DBO). Only by reconciling your statement each month will you know if all charges appearing on your Statement of Account are accurate. In order to perform the monthly reconciliation process, the Cardholder will need the Statement of Account, the Buying Log and supporting documentation (copies of credit card draft and AID 530-3s). The Cardholder can reconcile his/her Statement of Account on a daily, weekly, or monthly basis by viewing the electronic statement on the card management system. The issuing bank web site is: http://www.citibank.com/cashtradetreasury/homepage/wccm/commcards/. You must have a user ID and password to access this site. If you prefer to access the site for the Purchase Card Program Forms look down in the left hand corner of the page and click on: www.citimanager.com. You do not need a user ID and password to access this site. You may find helpful information on the card management system (Citidirect) at Exhibit 10.

The reconciliation process begins with the receipt of the issuing bank Monthly Statement of Account by the Cardholder and the monthly summary official invoice by the Designated Billing Office or DBO. Each of these documents serves a different purpose and each is explained below. Both of these steps are critical in the proper management of each Bureau and Mission's Purchase Card program.

Reconciliation of the Cardholder Monthly Statement of Account and the Issuing Bank Invoice. Each month the issuing bank sends a Statement of Account to each Cardholder at the close of the billing cycle. At the same time, the issuing bank also mails a summary invoice to each Designated Billing Office (DBO). The Cardholder is responsible for reconciling the monthly Statement of Account with his or her Buying Log and all supporting documentation within five days of receipt. The Cardholder's Statement of Account will reflect "$0" due. No payment is due on the Cardholder Statement, as all charges roll up to the corporate level. The five steps in the Cardholder reconciliation process are discussed below:.

The Five Key Steps in the Cardholder Statement Reconciliation Process

Step 1: Gather supporting documentation.

Step 2: Compare supporting documentation with Buying Log.

Step 3: Cardholder signs Statement and forwards to OPC or AO (five business days).

Step 4: OPC or AO reviews and approves Cardholder Statement (five business days)

Step 5: Administrative Statement of Account is forwarded to the AO or OPC for reconcilitation).

A. Pull all Supporting Documentation. Supporting documentation comprises any information related to a purchase or transaction. Examples include:

- **Procurement Request (PR)**
- **Approve Funding Document – AID 530-3 (Forms)**
- **Completed Purchase Card Buying Log**
- **Sales Drafts**
- **Receiving and Inspection Reports**
- **Issuing Bank Dispute Forms (if applicable)**
- **Pre-Acquisition Clearances (if applicable)**
- **Waivers to Required Sources of Supply or Services**

B. Reconcile Supporting Documentation with Buying Log. Each month you will need to reconcile the monthly Statement of Account with all supporting documentation. As Cardholder you will need to:

- Review the Statement of Account for accuracy.

- Verify that all entries on your Statement of Account are properly reflected in your Buying Log.

- Contact the vendor concerning any inaccurate charges or discrepancies. If credits do not appear in a timely fashion (usually within 45 days), or if there are any other inconsistencies in the Statement of Account, you must dispute the purchase (see Section IX, Disputes. You must file all disputes in a timely manner with the issuing bank.

- Dispute directly with the issuing bank any charges that cannot be resolved directly with the vendor. If you dispute a charge, you need to explain the error on the Statement of Account. If an item has been returned and a credit voucher received, you should verify that the statement reflects the credit. If the purchase cannot be resolved with the vendor, complete an issuing bank Dispute form, and attach a copy to your Statement of Account for any disputed charges and the original supporting Purchase Card Buying Log and sales receipts. You must also send a copy of the Dispute form to your DBO.

- Sign your statement and forward it and any supporting documentation to your OPC or AO for signature.

C. Approving Official Review Process

The Cardholder must provide the monthly Cardholder Statement of Account to the AO within five days from receipt. The AO also receives from the issuing bank a consolidated monthly report detailing all transactions during the designated billing period for all Cardholders under his or her review. The AO uses this report to complete a review of each Cardholder Statement of Account as follows:

- Reconcile the consolidated monthly statement with individual Statements of Account received from each Cardholder.

- Review the Cardholders Buying Log along with the Statement(s) of Account to verify that all purchases had proper approval AO's signature on Buying Log) and that goods or services arrived in a timely manner and in the quantity and quality ordered.

- Verify that all purchases made were in the interest of the government and that all purchases complied with FAR provisions and mandatory sources of supply requirements (i.e., within Cardholder's purchase limitations—for monthly and single purchase limits). Cardholders are required to seek the best value for all goods and services by comparing and gathering price quotes and by shopping using the GSA Advantage. GSA Advantage is a convenient on-line shopping service for the purchase of government-wide goods and services.

- If the Cardholder has a dispute, verify that the Government Cardholder Dispute Form is properly completed. Forward one copy of this form to the Designated Billing Office with the Statement and fax the other copy to the issuing bank Government Card Services at (605) 357-2019.

- Once the OPC or AO has reconciled the Statement of Account the OPC or AO should sign and date each Statement of Account on the line provided for approval. This signature acknowledges the receipt of all goods. The OPC or AO should return the signed Statement of Account back to the Cardholder for filing in the Cardholder's Purchase Card File. The Cardholder must retain a copy of the approved Statement and all supporting documentation for a minimum of three years.

- The OPC or AO must forward approved and reconciled original Corporate Invoice to M/FM/DCB, Bureau for Management, Office of Financial for domestic operations and to each Designated Billing Office (Controller for overseas operations) within five working days after receipt of the statements from the issuing bank.

Points to Remember

- Purchase for official use only.
- Verify that adequate funding is available for the total charge, which may include shipping and handling charges.
- Check Required Sources of Supply prior to buying on the open market.
- Review the list of "Unauthorized Purchases" for supplies and services that should not be purchased with the Purchase Card.
- Do not split your requirements into two or more buys to stay within your single purchase limit.
- Ascertain that the purchase is reasonable, in light of the circumstances of the purchase.
- Check vendor return policies. Verify that the vendor will issue a credit to your account and not a store credit.
- Cardholder should ensure that merchandise is in stock and available for immediate shipment prior to the charge being placed on the card. Advise the vendor to make delivery when the vendor can ship the complete order.
- Obtain credits back to your Purchase Card account for returns or undelivered items.
- Submit a "Government Cardholder Dispute" form for an unauthorized order, merchandise not received, duplicate order, or merchandise returned.
- Follow Bureau or Mission procedures for receiving and inspection reports.
- Report lost or stolen Purchase Cards to Citibank Customer Service immediately. Phone 1-800-790-7206 or collect at (904) 954-7850, if calling from overseas.

SECTION VII - FINANCIAL MANAGEMENT

7.1 General.

This section is intended to assist Cardholders in reconciling the Cardholder monthly statement and those involved in the financial management of the Purchase Card program.

Reconciliation of Issuing Bank Cardholder Statement of Account

The reconciliation, review, and approval of the Cardholder Statement of Account should be performed independently from the review, certification, and payment of the Issuing Bank invoice and involves the following steps for both domestic and overseas Cardholders.

Step 1: Cardholder Review and Reconciliation
The issuing bank mails a Statement of Account to each Cardholder within five business days of the end of each billing cycle detailing all posted activity for the monthly billing cycle. The Cardholder has five days from receipt to review and verify that all transactions on the Statement of Account are appropriate. The Cardholder should compare the Statement of Account to his or her Purchase Card Buying Log and other supporting documentation for each transaction. If the Cardholder has a returned item and a credit voucher for it, the Cardholder should verify that the statement reflects the credit. If credits do not appear in a timely fashion (usually within 45 days), or if there are any other inconsistencies within the Statement of Account, the Cardholder must follow the dispute process established by Citibank.

If the Cardholder does not have supporting documentation for a transaction, he or she should make an appropriate notation in the account records or file. If the Cardholder is not available to review the Statement of Account, the OPC or AO, where applicable, is responsible for ensuring that an appropriate review is accomplished. The Cardholder must retain a copy of the statement and all supporting documentation for a minimum of three years.

Step 2: Approving Official Review and Approval
Subsequent to the Cardholder reconciliation, the OPC or AO must review and approve the Corporate Invoice detailing all of the Cardholder's activities. This is to ensure the appropriateness of all goods and services procured and to discern whether all disputes have been resolved and are properly reflected on the Cardholder Statement of Account. To assist with this review, the issuing bank sends the OPC or AO a separate consolidated monthly report that identifies all his or her Cardholders' transactions.

Step 3: Statement of Account forwarded to DBO
Upon completion of the review and approval process by the Cardholder and the OPC or AO, the Corporate Invoice must go to the Designated Billing Office for review and for scheduling payment. Domestically, Corporate Invoices are sent to M/FM/DCB. Overseas, Corporate Invoices are normally sent to the Mission Controller's Office. Copies of funding documents should accompany the Cardholder Statements of Account, as well as any issuing bank dispute forms. Supporting documentation, such as credit card receipt, shipping labels, and copies of the funding documents remain in the Cardholder's file.

Payment Process
The DBO is the Office of Financial Management (M/FM). Overseas the Designated Billing Office (DBO) is the Mission Controller.

Each month, the DBO must process the issuing bank Corporate Invoice for payment in full via Electronic Funds Transfer (EFT). This process is performed independently from the reconciliation of the Cardholder Statement of Account. A staff member in M/FM/DCB mails

Corporate Invoices to each OPC or AO in USAID/W for approval within 5 days of receipt. The OPC or AO must ensure that the obligation number referenced contains enough funds to pay the invoice. The Overseas Controller's Office usually pays from the Corporate Invoice within five days of receipt. The Department of Treasury has waived the requirement for the goods or services to have been received and accepted prior to making payment (Treasury Financial Manual, Volume I, Part 4, Chapter 4500, Transmittal Letter No. 538, dated July 22, 1994).

Financial Responsibility for Payment of Corporate Invoices.

There are three methods of payments that the Designated Billing Officer can use to pay corporate accounts:

Check Payments:

Remit Address:

Citibank Nevada
P.O. Box 6575
Ref: 16-digit Government account number
The Lakes, NV 88901-6575

Express Mail: Citibank Government Card Services
Zone 1223
8725 W. Sahara Avenue
Ref: 16-digit Government account number
Las Vegas, NV 89163

Electronic Payment:

Bank Name: Citibank, South Dakota, N.A.
Address: 701 East 60th Street North
Sioux Falls, SD 57117
TIN: 46-0358360
Routing No: 091409571
Acct No: 16-digit Government account number

7.2 Issuing Bank Monthly Billing Cycle

The issuing bank invoices each DBO for Purchase Card accounts on a monthly billing cycle on the 25th of the month. The DBO receives the issuing Bank invoice and is responsible for payment within Prompt Payment Act timeframes.

7.3 Delinquent Accounts

Delinquent Purchase Card accounts will be suspended on the 61st calendar day past the billing cycle date.

The Prompt Payment Act deems an invoice received the date the DBO actually receives the invoice. If the agency or organization fails to annotate the invoice with the date of receipt, then the date placed on the invoice by the contractor is deemed the receipt date. If a proper invoice is not received, the DBO must notify the issuing bank within seven days of receipt of the monthly invoice. The DBO must identify the specific reasons why the invoice is not a proper invoice.

The funds of the program for which the penalty was incurred will absorb any prompt payment penalties and interest incurred due to late receipt of approved statements.

The DBO must immediately contact the issuing Bank Customer Service if an invoice has not been received within a reasonable period of time or if there are any problems regarding the invoice.

Citibank Government Card Services, Customer Service Center
Telephone: 1-800-790-7206 or (904) 954-7850
FAX: (904) 954-7700

SECTION VIII- DISPUTES

8.1 General.

Reasons for disputing a transaction may vary from dissatisfaction with the goods or services provided to non-recognition of the reported merchant or charge. In all cases, the first course of action for the Cardholder is to attempt to resolve the dispute directly with the vendor. If attempts to resolve the dispute with the vendor are not successful, or if attempts to contact the vendor are unsuccessful (vendor is not recognized, contact information is not available, etc.), the Cardholder must initiate the following dispute process.

Step 1
The Cardholder, or the OPC or AO, must contact the issuing Bank Customer Service. The OPC or AO must submit all disputes unresolved at the vendor-Cardholder level to the issuing bank within 60 days of receipt of the invoice on which the charge(s) first appeared. After 60 days, you relinquish the right to dispute a charge. (Sales tax, if incurred, is not considered a disputable charge.)

Step 2
The issuing bank advises the individual making contact about the next steps in disputing a charge. The Cardholder needs to complete an issuing Bank Dispute form and send the completed form to the issuing bank. The issuing bank may also require the Cardholder to complete an affidavit, depending on the nature of the dispute. If requested, the Cardholder must complete the affidavit in order for the dispute to be considered valid. The Cardholder must also provide a copy of the Dispute form and the affidavit if required to his or her Designated Billing Office. The Cardholder should retain a copy of the completed Dispute form and the affidavit, if applicable, as part of his or her supporting documentation.

Address any questions related to the dispute process to the Citibank Customer Service at 1-800-790-7206 or (904) 954-7850. Fax completed Dispute forms and affidavits (if applicable) to Citibank at the fax number below.

Fax Completed Dispute Forms and Affidavits to: (605) 357-2019

Step 3
The issuing bank issues a temporary credit or suspends the disputed charge from the outstanding balance due. The issuing bank acknowledges the initiation of a dispute to the Cardholder, confirming that the Cardholder does not have to pay the amount in question pending the outcome of the dispute process.

The suspension process places the amount in question in a special category of transactions. Suspended transactions are tracked and reported to the appropriate personnel in the finance office.

If a vendor has not responded within 45 days, the dispute is automatically resolved in favor of the Cardholder. While this process is taking place, the Cardholder is not expected to take any further action, unless the issuing bank requests additional information.

Step 4
Based on the vendor’s response, the charge is resolved in favor of either the Cardholder or the supplier. If the resolution favors the Cardholder, the charge is removed from the account and all related reports will reflect the status. If the resolution favors the vendor, the Cardholder receives a letter explaining the decision. The charge will appear in the balance due on the next Statement of Account, along with a dispute resolution message and applicable interest. The Cardholder should retain the dispute resolution letter and attach it with the next Statement of Account as supporting documentation per the reconciliation process.

SECTION IX - LOST OR STOLEN CARDS

9.1 General.

Cardholders must promptly report lost or stolen account numbers and cards to the issuing bank and to their OPC or AO. The Customer Service Center is staffed 24 hours a day, seven days a week, every day of the year to accept calls from Cardholders reporting lost or stolen cards. The telephone number for reporting lost or stolen cards to Citibank is

Citibank Customer Service at 1-800-790-7206 or (904) 954-7850

The importance of immediate notification of a lost or stolen Purchase Card cannot be over-emphasized, since this action will relieve the Cardholder and USAID of any financial liability resulting from its unauthorized use.

Upon notification, Citibank mails a replacement card within two to three days to the Cardholder with a new account number. Citibank immediately block cards reported lost or stolen from accepting additional charges. If unauthorized charges have occurred, they must be disputed.

Cardholders must also notify their OPC or AO within one work day after discovering the card missing. Within five working days, the Cardholder must submit a written report to the OPC or AO regarding the lost or stolen card, and provide a copy to the APC. The report must include

- The Purchase Card account number,
- The Cardholder's complete name as reflected on the card,
- Date and location of the loss or when the card was last seen,
- Date and time Citibank Customer Service was notified,
- Any purchases made immediately prior to or on the day the card was lost or stolen, and
- Any other pertinent information,

If you locate the card after it has been reported lost or stolen, you must cut it in half and destroy it.

9.2 Liability

If the Purchase Card is lost or stolen, the Cardholder is not personally liable for any resulting charges if the Cardholder has notified Citibank Customer Service and the OPC or AO. USAID is not liable for any unauthorized use of a Purchase Card. Unauthorized use of a Purchase Card means the use of the card by a person other than the Cardholder.

SECTION X - PURCHASE CARD ANNUAL REVIEW

Purchase Card Annual Review

I. Background

Under the Government-wide Purchase Card program, an APC or staff member in the Office of Acquisition and Assistance, Evaluation Division (M/OAA/E) must conduct an annual review of Cardholder and OPC or AO records at the end of each fiscal year. The purpose of the annual review is to continually improve program operations while ensuring Cardholders and OPCs or AOs comply with established policies, regulations, and operating procedures. This policy provides an overview of the annual review process and provides a standardized approach for performing the annual review.

II. Overview of Annual Review Process

The APC will conduct the domestic annual reviews and reports at the end of each fiscal year. Each Mission OPC must conduct and complete reviews of the previous fiscal year Purchase Card activity in the first quarter of each new fiscal year. OPCs or AOs may assist the APC or staff member of M/OAA/E in the annual review process as needed. The process consists of a review of a random sampling of Cardholder records, the documentation of any findings, and the certification of completion of the annual review process. See Part IV below for a discussion of individual steps in the process.

III. Annual Review Formats

Standardized formats have been developed to facilitate the annual review process. The annual review forms are available from M/OP's web site at http://inside.usaid.gov/M/OP/ (Intranet).

The Annual Review Policy Guidance consists of 3 parts

- Purchase Card Annual Review Checklist
- Summary of Findings
- Certification of Completion of Purchase Card Annual Review

Purchase Card Annual Review Checklist (Attachment 1): The Purchase Card Annual Review Checklist is part of the initial review of each Cardholder's records to determine compliance with procurement buying regulations and procedures. The APC must complete one checklist for each Cardholder record reviewed in the random sample selected.

Summary of Findings (Attachment 2): This form summarizes findings including areas of non-compliance and recommendations for improvement identified in the checklist, Cardholder records, or interviews with Purchase Card participants. Best practices and recommendations for improving the Purchase Card program are addressed at the end of the Summary of Findings form.

<u>Certification of Completion of Purchase Card Annual Review</u> (Attachment 3): This form consists of a certification that the Head of Contracting Activity must date and sign upon completion of the annual review. The annual review package, including the certification of completion, must be retained in the Bureau or Mission files for a minimum of three years.

The Purchase Card Annual Review Checklist consists of the following parts:

A. <u>Part I - Purchase Card Annual Review Checklist</u> (Attachment 1): The APC must complete one checklist per each individual Cardholder record reviewed in the random sample selected. In the initial review of each Cardholder's records, the Purchase Card Annual Review Checklist determines compliance with policies, regulations, and procedures. Examples of items on the checklist include

- Purchase Cards were used for authorized purchases only;
- Requirements were not split to circumvent authorized spending thresholds;
- Cardholder files contain adequate supporting documentation, copy of AID 530-3 (Credit Card Transaction Form);
- Cardholders routinely review "Required Sources of Supply and Services";
- State or local sales tax is not being incurred in the United States;
- Cardholder reconciliation and review and approvals are taking place in a timely manner (five business days for Cardholder and five business days for OPC or AO); and
- Adequate funding is obtained in advance of each purchase**,** including shipping and handling charges.

B. <u>Part II - Summary of Findings</u> (Attachment 2): This form summarizes findings including areas of non-compliance and recommendations for improvement as identified in completion of the checklist, review of Cardholder records, or interviews with Purchase Card participants. Best practices and recommendations for improving the Purchase Card program are addressed at the end of the Summary of Findings form.

C. <u>Part III - Certification of Completion of Purchase Card Annual Review</u> (Attachment 3): This form consists of a certification that the OPC must date and sign upon completion of the Annual Review. The Bureau or Mission must retain the Annual Review package, including the certification of completion, in its files for a minimum period of three years.

D. <u>Steps in Annual Review Process</u>

In order to conduct a successful Annual Review, the APC must select a random sampling of Cardholder records and document findings. The policy guidance provides a standardized approach to conducting the review and can assist the APC in summarizing findings and proposing solutions to enhance operations and ensure proper compliance. There are several steps in conducting the annual review.

a. **Select Random Sample:** The APC selects 50% of the OPCs or AOs and the Cardholders falling under their purview and reviews their records and files. The number selected must be large enough to provide an adequate sampling of Purchase Card operations within your Bureau or Mission. You must document pertinent information related to the random sample selected in the space provided on the Annual Review Checklist and the Summary of Findings (i.e., the number of accounts selected, the names and individual account numbers of the OPC or AOs and the Cardholders, the individual Cardholder's single and monthly purchase limits, total number of Cardholder records reviewed, etc.).

b. **Conduct Interviews:** The APC will conduct short interviews with the OPC, Cardholder, and budget or finance officer to discuss how the Purchase Card program and related procedures are working. The interviews can be a valuable source of information regarding Bureau or Mission operational procedures and individual concerns or recommendations about the program. You should solicit both positive and negative comments..

c. **Complete the Purchase Card Annual Review Checklist:** The APC completes an "Annual Review Checklist" (Attachment 1) for each Cardholder record selected in the random sample. Address each specific review criteria contained in the Annual Review Checklist provided in Attachment 1 of the Annual Review policy for each Cardholder record reviewed and document your findings. You must complete a separate checklist for each Cardholder record reviewed.

d. **Complete Summary of Findings:** The APC documents areas of non-compliance, recommendations for improvement and areas of Purchase Card on the Summary of Findings (Attachment 2). You should summarize any areas of concern or problems found during any aspect of the review and discuss the steps taken to correct areas of non-compliance. Cite specific examples whenever possible. The APC need summarize only findings related to areas of non-compliance unless addressing recommendations or comments. The APC may also address in the Summary of Findings general or miscellaneous areas not addressed on the checklists such as whether the issuing bank and the merchants are providing acceptable customer service. Document areas of best practices on the last page of the Summary of Findings.

e. **Complete Certification of Completion:** Complete the Certification of Completion contained in (Attachment 3) upon completion of the Annual Review.

f. **Retain files for three years:** Retain copies of the Annual Review package and any supporting information in the files for a minimum three years. Do not submit copies of completed reviews to the APC unless requested.

Section XI
EXHIBITS

EXHIBIT 1

MEMORANDUM

TO: Bureau and Mission Office Program Coordinators

FROM: M/OAAOD

SUBJECT: Purchase Card Annual Review

In accordance with your Delegation of Procurement Authority, you are required to perform an annual review of your Mission or Bureau's Purchase Card activity and implement program improvements where non-compliant issues have been identified. The purpose of the annual review is to ensure that Cardholders and Approving Officials are complying with established procurement management practices, operating procedures and established Purchase Card controls. To facilitate the annual review process, the following documents are attached for your use: (1) Purchase Card Annual Review Checklist (Attachment 1); (2) Summary of Findings (Attachment 2) and; (3) Certification of Completion of Purchase Card Annual Review (Attachment 3). These documents are available from M/OP's website on http://inside.usaid.gov/M/OP (Intranet).

Annual reviews and reports are to be performed and completed by each Bureau or Mission on a fiscal year basis. Reviews of the previous fiscal year Purchase Card activity must be conducted and completed in the first quarter of each new fiscal year. During the second and third quarter of each fiscal year, the Agency Program Coordinator will conduct random reviews of Bureau and Mission findings. If your Bureau or Mission is selected, you will be required to submit a copy of your findings along with any supporting documentation.

We encourage Mission and Bureaus to share annual review best practices with the APC . Your continued cooperation and support will help us to make future improvements to the program and standardize Purchase Card processes wherever possible. Should you have any questions regarding the annual review process, please contact Velma Jones on my staff at (202) 712-0117.

Thank you very much.

Attachments: As stated.

ATTACHMENT 1
ANNUAL REVIEW CHECKLIST

Cardholder Name ____________________________ Date of Review _________________

CH Account No. ____________________________ Period Covered _________________

AO Name ____________________________
AO Account No. ____________________________

No.	Specific Review Criteria	Yes	No	N/A
A. Card Usage Requirements: (Used to determine proper use of Card by Cardholder)				
1	Has any other individual other than the Cardholder used this card?			
2	Have any purchases exceeded the Cardholder's single purchase limit (SPL)? The Cardholder's SPL is _____________.			
3	Has the Cardholder split requirements to stay under his/her single purchase limit (SPL)? (Look for repeated orders during a short time period for the same goods or services).			
4	Were all goods and services ordered available for immediate delivery? Back orders are not permitted.			
5	Did the Cardholder check Required Sources of Supplies or Services prior to ordering on the open market (i.e. Agency Inventories or Excess Property, FPI or UNICOR, NIB/NISH or JWOD, GSA Supply Programs, Federal Supply Schedules)?			
6	Did the Cardholder make all purchases for official government business only?			
7	Did the Cardholder use the Purchase Card purchase any of the following without a specific written authorization from the Approving Official?			
	a. Cash Advances			
	b. Advance Payments except for subscriptions, publications, or utilities (payments for utilities are applicable overseas only)			
	c. Rental or Lease of Land or Buildings			
	d. Individual Travel Expenses			
	e. Professional services for medical, legal, design/engineering, or consulting services.			
	f. Vehicle Rental or Lease			
	g. Telephone Services (excludes cell phones and service)			

No.	Specific Review Criteria	Yes	No	N/A
	h. Construction above $2,000/year			
	i. Services other than construction above $2,500/year			
	j. Supplies that contain hazardous substances or hazardous Waste Clean-Up and Disposal			
	k. Rental and Maintenance Agreements above $2,500/yr			
	l. Membership in Organizations including charitable and Social Organizations			
	m. Personal Services			
	n. Entertainment, amusement and recreational services			
	o. Firearms			
	p. Pesticide purchase or application			
	q. Copying jobs that exceed 5,000 copies of one page (single sided) or 25,000 copies total of multiple pages			
	r. Print jobs that exceed $1,000			
8	Did the Cardholder pay any U.S. State taxes and if so, how much? (Examine receipts to verify if any taxes are included).			
9	Did the Cardholder use the card for repetitive purchases to the same vendor for the same product or service? (If the total of the repetitive buys exceeded $2,500 per year, alternative procurement vehicles should be sought for more competitive pricing).			
10	Are non-expendable, non-serialized, personal property items with an acquisition cost of $5,000 or more per item and serialized property items with an acquisition cost of $500 or more per item, purchased by the Cardholder properly tracked in the accountable property records?			

B. Level of Card Activity: (Used to determine extent of card usage by Cardholder)

1	What level of activity has the Cardholder had on his/her card over past six months?* *Cards with no activity for a six month period should be considered for cancellation.	No Usage	Low Usage	Med Usage	High Usage
2	What level of activity has the Cardholder had on their card over past 12 months?* *Cards with no activity during a 12 month period should be cancelled unless otherwise needed.	No Usage	Low Usage	Med Usage	High Usage

C. Security Requirements: (Used to determine if cards and related information are being properly safeguarded)

1	Is the Cardholder's Purchase Card kept adequately secured? For example, is the card kept locked up in the office when not in use?			

No.	Specific Review Criteria	Yes	No	N/A
D. Cardholder Documentation Requirements: (Used to determine if purchases are supported by proper fiscal and purchase documentation)				
1	Are purchases supported by proper fiscal documentation, including:			
	a. A valid written authorization that describes what is to be purchased and signed by someone with authorized requisition authority (i.e., a procurement request)?			
2	Is the Cardholder's monthly Statement of Account supported by proper purchase documentation including:			
	a. A valid receipt or cash register tape supporting the purchase. If these are not available, a statement indicating why a receipt or cash register tape are not available i.e., telephone orders.			
	b. Proof of delivery or completion of performance.			
	c. A corresponding description on each statement and supporting documentation.			
	d. The appropriate accounting, budget or project code shown on the statement for each transaction. (Spot check budget and accounting codes to verify they are accurate.)			
	e. Are disputed purchases annotated on the Cardholder statement and a copy of the Cardholder Dispute Form attached?			
	f. Are credit vouchers attached to the statement if applicable?			
	g. Are Statements of Accounts signed by the Cardholder and Approving Official and are the statements dated?			
3.	Did the Cardholder enter the purchases in the Purchase Card Buying Log each time the card was used (ensure that the Cardholder is not constructing the log from the monthly Purchase Card statement (i.e. note if purchases on the log and on the statement are in identical order).			
4	Does the Cardholder have a copy of his or her delegation of Procurement Authority on file?			

No.	Specific Review Criteria	Yes	No	N/A
E. Statement Review & Approval Requirements: (Used to determine if statements are being reviewed and approved in a timely manner)				
1	Does the Cardholder consistently reconcile his/her statement upon receipt?			
2	Does the Cardholder consistently send his/her statement to the AO within five working days of receipt.			
3	Are Cardholder records being retained for a minimum of three years from date of final payment?			
F. Financial Compliance Requirements: (Used to determine compliance with financial requirements regarding invoice payment/reconciliation and 1099 tax form)				
1	Is the OPC/AO consistently sending the Cardholder statements to the finance office within five business days from receipt? Determine how many days elapsed between the date the Cardholder and the AO signed the statement (should not exceed eight business days).			
2	Is the Cardholder entering the correct obligation number(s) when completing the statement?			
G. Requirements for Purchases over $2,500: (Used to determine proper use of card for transactions exceeding $2,500 per purchase)				
1	Is there evidence of competition, and supporting documentation for transactions exceeding $2,500? If competition was not obtained, is there a valid sole source justification in the file?			
2	Have domestic purchases exceeding $2,500 per transaction been set-aside for small businesses? If not set-aside, is there a valid justification in the file (domestic only)?			
3	Did the Cardholder attempt to purchase from minority or women-owned businesses (domestic only)?			
4	In the absence of competition, did the Cardholder determine prices to be fair and reasonable (if applicable)?			
5	Does the Cardholder's file contain appropriate FAR and AIDAR clauses and were appropriate representations and certifications provided to the vendor?			
6	Do individual Procurements over $25,000 comply with all applicable FAR and AIDAR requirements?			

ATTACHMENT 2
SUMMARY OF FINDINGS

Bureau/Mission	______________________	Date of Review	________________
Program Coordinator Name	______________________	Period Covered	________________
Program Coordinator Title	______________________	Total No. of Cardholder Records Reviewed	________________
Total No. of Cardholders	______________________	Percentage of Total Records reviewed	________________

Summary of Findings
A. Findings Related to Card Usage Requirements

Summary of Findings
B. Findings Related to Actual Card Activity
C. Findings Related to Security Requirements

Summary of Findings
D. Findings Related to Cardholder Documentation Requirements
E. Findings related to Statement Review & Approval Requirements

Summary of Findings
F. Findings related to Financial Compliance Requirements
G. Findings related to Requirements for Purchases Exceeding $2,500

Summary of Findings

Additional Findings, Comments, Recommendations or Best Practices (Continued)

ATTACHMENT 3

CERTIFICATION OF COMPLETION OF PURCHASE CARD ANNUAL REVIEW

The Program Coordinator must complete the certification below and retain it in the file with the Purchase Card Annual Review Checklist (Attachment 1) and the Summary of Findings (Attachment 2) for a minimum of three years.

Reviewer (Program Coordinator, Print Name)

Reviewer (Signature)

Reviewer Title

Reviewer Bureau or Mission

Date Review Completed

EXHIBIT 2

PURCHASE CARD TOOL KIT **BUREAU/MISSION REQUEST FOR FORCED AUTHORIZATION**
Use this template for one time forced authorization requests. Incomplete requests will be returned.
TO: Purchase Card Office Program Coordinator - FROM: [Insert Name of Requesting Mission or Bureau Office Program Coordinator] DATE: [Insert Date of Request]
A. For Forced Authorizations up to and including $2,500:
Name of Cardholder:
Last four digits of Cardholder's account number:
Name of Vendor:
Date of anticipated processing of charge by Vendor:
Dollar Amount of Forced Authorization Request:
Full explanation of the request:
B. Forced Authorizations above $2,500 but not exceeding $25,000 (in addition to A above):
Date of review of required sources completed:
Explanation of price reasonableness determination (if non-competitive, explain):
C. Forced Authorizations above $25,000 (in addition to A & B above):
Name of Contracting Officer:
Describe competition obtained. If not competed, attach copy of non-competitive justification.
D. Certification: (Applicable to all Forced Authorizations above $2,500)
By submitting this request, I certify that the Cardholder for whom this forced authorization is being requested will adhere to all FAR and AIDAR requirements.

PURCHASE CARD TOOL KIT **BUREAU/MISSION REQUEST FOR FORCED AUTHORIZATION**
(Continued from previous Page)

EXHIBIT 3

PURCHASE CARD TOOL KIT

BUREAU/MISSION REQUEST FOR THRESHOLD INCREASE

TO: Office Program Coordinator/Approving Official

FROM: [Insert Name of Requesting Mission or Bureau Office Program Coordinator]

DATE: [Insert Date of Request]

A. Card Profile Information

Name of Cardholder:

Date Purchase Card Training Completed:

Date Simplified Acquisition Training Completed:

Attachments Required:
1) Proof of Purchase Card Training (training must be within past two years)
2) Simplified Acquisition Training (if threshold above $2,500)

B. Annual Review Information

Date most recent Annual Review Completed:

Attachments Required:
1) Summary of Findings (Attachment 2 to Annual Review)
2) Signed Certification of Completion of Annual Review (Attachment 3)

Note: Summary of Findings must address findings from all Cardholders in the random sample reviewed. The certification must be signed by the APC or Office Program Coordinator for the overseas Mission.

C. Additional Requirements for Threshold Requests above $25,000

Name of Contracting Officer:

D. Certification:

By submitting this request, I certify that the Cardholders for whom this threshold increase is being requested will adhere to all FAR and AIDAR requirements including the requirements.

E. Explanation and Justification of Need (Continue on attached page)

[Describe request in detail below and on attached sheet and explain why the increase is necessary]

PURCHASE CARD TOOL KIT **BUREAU/MISSION REQUEST FOR PURCHASE CARD THRESHOLD INCREASE**
E. Explanation and Justification of Need (Continued from previous Page)

EXHIBIT 4

USAID
Purchase Card Buying Log

Cardholder:	
Office:	
Telephone Number:	

Requested by	Date Ordered	Vendor	Item Description	Total Cost	Date Received	Declining Balance (for Recurring Obligation)

Comments:

Cardholder's Signature and Date		Approving Official's Signature and Date

EXHIBIT 5

MEMORANDUM

TO: / - , Approving Official

FROM: / –, Bureau Office Program Coordinator

SUBJECT: Appointment of Purchase Card Approving Official

You are hereby appointed to serve as an OPC/Approving Official for one or more employees to whom I will delegate specific and limited authority to purchase supplies and services for the U.S. Agency for International Development under the SmartPay Purchase Card Program.

As OPC/Approving Official you are required to review the Purchase Card Program to ensure that authorized procedures are being followed by your designated Cardholders. This review will assist you in detecting any potential problem areas or program abuses.

-- The OPC/Approving Official shall review the Purchase Card Buying Logs and Cardholder's billing cycle statement of account on a billing cycle basis for financial reporting purposes. The OPC/Approving Official shall review the Cardholder’s Purchase Card records every year for administrative maintenance purposes.

-- Request Purchasing Authority from the Head of the Contracting Activity (HCA) prospective Cardholders and prepare Delegation of Authority for the Mission Director’s signature. See Exhibit 6.

-- Annual Review: The OPC/Approving Official shall perform the Purchase Card Annual Review. At a minimum, this review shall include random sampling of Cardholder files and a 100% review of each designated Cardholder’s Purchase Card Buying Logs and supporting documentation. The OPC/Approving Official must use the Annual Review Checklist (Attachment 1) during this process and a memorandum of the review findings and planned improvements must be submitted to the APC.

EXHIBIT 6

SAMPLE DELEGATION OF AUTHORITY FOR OVERSEAS HCA

Insert MISSION'S NAME

REDELEGATION OF AUTHORITY

Regarding

Acquisition and Assistance Functions

AD HOC REDELEGATION OF AUTHORITY No. 1190.XX add your number

INSERT EMPLOYEE'S NAME HERE

Pursuant to ADS 103.3.10.8, I hereby redelegate to **Insert Employee's Name here**, **Insert Mission's Name here** authority to sign contract actions not to exceed $2,500.00 per action and a cumulative total based on the office budget.

This authority is limited to actions processed by use of the Government-wide Purchase Card and may not be transferred, redelegated, or otherwise used by anyone at any time.

The authority redelegated here is to be exercised in accordance with the Federal Acquisition Regulations and those regulations, procedures, and policies promulgated within USAID in effect at the time this authority is exercised.

This authority is effective until cancellation of the Purchase Card issued by the Agency Program Coordinator.

____
Mission Director

Date:____________________

EXHIBIT 7

BOILERPLATE STANDARD OPERATING PROCEDURES FOR OVERSEAS PURCHASE CARD PROGRAM

A. Procedures for Operating Expense Procurements using GSA Purchase Card (Smart Pay)

1. There must be an obligation. For micro-purchases, the Financial Management Office (M/FM) creates a recurring obligation of $2,000 (or other figure agreed upon) each month and notify the Office Program Coordinator (OPC) (the Executive Officer (EXO)) by e-mail when it has been recorded in the accounting records. For purchases exceeding the micro-purchase threshold, purchase orders must be obligated to the vendor and the order should state “payment via Purchase Card.”

2. The EXO will place orders by e-mail, internet, fax or telephone and will charge the procurements against the monthly recurring obligation number and reservation control number. You must ensure that the web site is secure.

3. The OPC (EXO) will immediately enter each order into a purchase card buying log established in MS Excel. The entry must show at a minimum the Order Number (consisting of the month, year, and sequential number), the Transaction Date, the Object Class Code, the Funding Appropriation (OE or PR), the Control Number, the Funding Reference (monthly recurring obligation number or PO number), the Vendor's name, the Amount of Transaction that will be charged to the Purchase Card including taxes and shipping, the Description of what was ordered, the Date the charge appears on the Cardholder’s Statement of Account, the Date the Goods are Received, and Comments. The Buying Log will be located on a public directory so that the Billing Office and Property Division can input some information (see below).

4. The Procurement Division will receive a copy of the order **without** Purchase Card information or the confirmation document from the vendor for Services and Commodities to prepare customs clearance documents and for their records. In the case of Commodities, the Property Division will also receive a copy for their records.

5. At the end of the month, the OPC (EXO) will sort the data on the Buying Log by funding source and total the amounts that have been charged to OE and program funds. The OPC (EXO) will forward a copy of the monthly Buying Log to FMO which will adjust the estimated recurring obligation to the actual amounts that were spent. The procedure at fiscal year end will be similar except the Buying Log will be closed on the morning of the last workday in the fiscal year and the totals forwarded to FMO.

6. The EXO or Billing Office designee will download the Issuing bank Statement at the end of each month to reconcile it. The EXO or Billing Office will enter the monthly statement date in

the Buying Log for those charges that were processed by the Issuing bank, and then send the reconciled statement along with a covering SF-1034 to FMO for payment processing. The reconciliation process will take place within five days of downloading the statement.

7. Receipt of Commodities: The Personal Property Division will be responsible for entering the receipt of Commodities in the Buying Log, which will be located on e:/am/123/smartpay buying log. NOTE: The Buying Log is configured so that the Property Division can only enter the receipt of Commodities. The rest of the spreadsheet is blocked so that they cannot manipulate other data fields. If the merchandise does not arrive in a timely manner, normally three to six weeks for pouch users, the EXO should first contact the vendor and find out when to expect shipment. The vendor should not place the charge on the card until the merchandise is actually shipped.

NOTE: The Buying Log must be configured so that the Billing Office can only enter statement information and the Property Division can only enter the receipt of Commodities. The rest of the spreadsheet must be blocked so that they cannot manipulate other data fields. If the merchandise does not arrive in a timely manner, normally three to six weeks for pouch users, the EXO should first contact the vendor and find out when to expect shipment. The vendor should not place the charge on the card until the merchandise is shipped.

8. Receipt of Services: Once the requestor has signed the SF-1034 (voucher) he/she will send it to the EXO to enter into the Buying Log as acknowledgement that services were received. If services are not completed in a timely manner, then the Cardholder should contact the vendor and find out the expected completion date for the services. The vendor should not place the charge on the card until the services are completed satisfactorily.

9. Filing a Dispute: For overseas Missions the charge for merchandise is often made before the merchandise is received. The EXO normally will have confirmation from the vendor that the merchandise has been shipped, and payment can be made based on that confirmation. If the merchandise is not received, then the EXO must note on the log "Items not received" and follow up. Prior to filing a Dispute, the EXO should first contact the vendor and find out when they expect to ship the merchandise. If the merchandise is not received by the 57th day after the relevant statement date, then the EXO must fill a dispute form and fax it to Citibank at (605) 357-2019 to formally dispute the transaction for the merchandise per the GSA SmartPay Contract. Once Citibank receives the dispute form the particular charge will be placed in a suspended mode, which means that the amount is being disputed and will not be paid at this time. The Issuing bank issues a temporary credit to the Cardholder. When the dispute is resolved, it will be in favor of either the Cardholder or the merchant. If in favor of the CH, the statement will show a credit from the vendor. If in favor of the merchant, the CH will see a chargeback, which means that the vendor has enough evidence on file to show that the Cardholder has indeed received the item and not returned. The CH would then have to pay the disputed charge amount in full on the next billing statement.

B. Procedures for Program- Funded Procurements using SmartPay

1. The procedures for Program-funded procurements using the Purchase Card are the same as OE-funded except that the program-funded Mission Acquisition and Assistance Request Document (MAARD) fund cite will serve as the funds commitment for the cardholder (EXO or CO) to purchase the requested items; an obligation is not necessary.

2. The cardholder will provide a copy of the Program-Funded order without the Purchase Card information or the confirmation document from the vendor for Services to the relevant procurement office (EXO or CO) and the Requestor for their records. For Commodities, the EXO will provide the confirmation document to the Customs and Shipping Division to prepare customs clearance documents, and to Property and the Requestor for their records. The same receiving procedures will apply to confirm in the records that goods/services have been received and that the charges should be paid.

EXHIBIT 8

Helpful Web sites

The issuing bank card management system has a new web site effective September 3, 2003:
www.citibank.com/cashtradetreasury/homepage/wccm/commcards/govt/index.htm

Supplies

For excess supplies from other agencies, visit GSA's web site at www.fss.gsa.gov/property.html.

- **Federal Prison Industries, Inc. (UNICOR)**
  Visit their Website at www.unicor.gov.
- **Procurement lists for supplies available from the Committee for Purchase from People Who Are Blind or Severely Disabled (NIB/NISH)**
  National Industries for the Blind (NIB), visit their web site at www.nib.org.

  NISH*, visit their web site at www.nish.org.

  *Under the Javits-Wagner-O'Day ((JWOD) Program, each purchase of a SKILCRAFT or other JWOD/NIB/NISH product or service helps to generate employment and training opportunity for individuals who are blind or have other severe disabilities. The JWOD Internet site is www.jwod.gov.

- **Wholesale supply sources such as stock programs of the General Services Administration (GSA):**

  GSA Stock Program, visit GSA Advantage at http://www.fss.gsa.gov. GSA Advantage was designed to link GSA schedule products, stock items, catalog descriptions, current pricing, and delivery information in a single location to make ordering easier. By purchasing from GSA supply, you meet the requirements of NIB/NISH and UNICOR.

- **Federal Supply Schedules:**

  Visit their Website at **http://pub.fss.gsa.gov/Sched/index.html.**

EXHIBIT 9

USAID/General Notice
M/OP
Date: December 10, 2002

INFORMATION

SUBJECT: Purchase Cardholders Exceeding Their Purchasing Authority

While auditing the monthly corporate invoices, it came to my attention that several bureaus were utilizing services rendered by the Office of Personnel Management Service Center and the International Trade Center that clearly exceeds their micro-purchase limit. As a reminder, if a requirement exceeds $2,500 for particular goods/services then you can not use your Purchase Card for this request because it exceeds your delegated single purchase limit of $2,500. For purchases above $2,500, you must contact your M/OP backstop who supports your bureau to have this request entered in the Phoenix and NMS for completion of the action.

If a bureau has an urgent request for a requirement that exceeds the micro-purchase limit ($2,500), the specific AMS or Office Program Coordinator/Controller can provide a written request to the Chief, M/OP/E, who may consider issuing an ad hoc to a Cardholder for a NTE (not to exceed) dollar amount required for those goods/services. This type of request will be handled on a case-by-case basis and can only occur one-time during any fiscal year. Bureaus are reminded that they should plan ahead of schedule for these types of actions so that they can be handled by the appropriate procurement method.

For any bureaus who can identify individual(s) that they feel can handle a higher authority, M/OP will consider issuing ad hoc for higher Purchase Card limits once that individual has satisfactorily completed 40 hours of Simplified Acquisition Training from a qualified commercial source. The bureau will be responsible for the cost of this training. For more information on this subject contact the Agency Program Coordinator.

POINT OF CONTACT: For further information regarding this notice, please contact the Agency Program Coordinator, Velma Jones at (202) 712-0117.

EXHIBIT 10

USAID GENERAL NOTICE
M/OP
Date: 02/26/2002

SUBJECT: Mandatory Use of the Citidirect Purchase Card Management System

WHY MANDATORY USE OF CITIDIRECT? As a step towards eliminating paperwork, it is our plan to terminate all paper reports from Citibank as soon as we feel that everyone is comfortable using Citidirect. This decision will be made by the Office of Procurement and the Office of Financial Management and announced at the appropriate time.

WHAT IS CITIDIRECT?

CitiDirect is a program management information system in a web-based environment that gives authorized GSA SmartPay program personnel access to a broad range of useful information. All cardholders, billing officers and Office Program Coordinators will be granted "read-only" access until further notice. This means that you will not be able to make any changes in Citidirect. All changes must be forwarded to the Agency Program Coordinator (APC), who will make the changes to your program information.

Now let's take a closer look at the CitiDirect program.

LOGGING INTO CITIDIRECT. Access to CitiDirect is achieved through the Internet.

At the http:// prompt**:** Type in the following**:** www.CitiDirect-gcs.com. Your browser will navigate you to the “Welcome to CitiDirect-GCS” window. Once in CitiDirect, only ONE CLICK is needed. DO NOT Double Click. Click the drop down arrow at the CitiDirect Agency box and select **“**USAID -Agency for International Development**.”** Click the 'Start Login Process' button. (The CitiDirect Login screen will appear).

Login screen: Type your User Name in the 'User Name' box and your password in the 'Password' box. When you log into CitiDirect for the first time, your password will be the same as your User Name**.** Once you have logged in, the system will automatically prompt you to change your password by displaying the 'Change Password' dialog box. Please note that your password must be at least six characters long. Also note that if you make three consecutive unsuccessful attempts to login, the system will display a "Locked Out" message and will lock you out. You cannot log in again until you contact the CitiDirect Help Desk to unlock your account. If you have any problems with logging-in to CitiDirect, contact the CitiDirect Help Desk at 1-800-790-7206, option 2 for assistance. The above number is the same number that appears on the back of the purchase card. When calling the CitiDirect Help Desk, the following information must be provided:

a. Cardholders. Account Number and Verification Information. Verification information is the last four digits of your social security number and your service computation date. No other information will be accepted.

b. Approving Officials. If you need to contact Citibank and need your hieraracy numbers contact Joan Swann or myself.

- To determine what your user name and password is use the instructions below:
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a. A Cardholder User Name and password consist of the first 4 letters of the cardholder's last name and the last 6-digits of the cardholder's purchase card account number.

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b. Office Program Coordinator and Billing Officers will receive their User Name and password via e-mail from the Agency Program Coordinator after your program has been established with Citibank. If you currently utilize the Purchase Card Program and have not obtained this information please contact Joan Swann, M/OP/E via e-mail for assistance.

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NAVIGATION

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Just as in other Windows applications you use, CitiDirect operates by point and click. Once you are logged in, the CitiDirect Inbox Current Status window is the starting point for accessing all information and performing all functions within the system.

The Navigation Bar appears down the left side of the window. The options listed on the Navigation Bar are links that allow you to move to different functions within CitiDirect. You will note the options include Inbox, Forms, Inquiry and Assistance.

When you point at one of these options, the bullet arrow will change from pointing right to pointing down, indicating that option is now active in the window. Click on the desired option in the window. Additionally, the Navigation Bar will display sub-links within the option. Clicking on the sub-link as well may make a selection.

The Window Tile appears as the left-aligned file folder tab near the top of the screen. Window tiles correlate to options on the Navigation Bar.

The system displays only those links and sub-links for which you have authorization.

At the bottom of the window you will normally find Function Buttons. These buttons, whose name indicates their function, such as Create or Cancel, are enabled or disabled according to the functions you are performing within the system. If a button is disabled, it is grayed-out, if it is enabled, its text is black.

CitiDirect's Account Information Display Field displays your account information in this area of the window. This is static information and you cannot change it.

Underlined texts in light gray or blue indicate that they are linked to other parts of the system. Additional information or details are found by clicking on them. An asterisk (*) may be used as a wild card in order to complete text; i.e., ST*... to search for all words or names beginning with the letters 'ST'.

The Help function and logout function always appears in the upper right corner of the window.

FUNCTIONS OF THE NAVIGATION BAR

Inbox: Allows you to see and manage your Cardholder e-statements.

Inquiry**:** Allows you to query about e-statements and transactions. Searches from the inquiry window can return account information from all previous e-statements and transactions.

Assistance**:** From this window you can search and read Guides geared toward the major roles performed in support of the GSA SmartPay program; access the Change Password dialog box; and identify which version of CitiDirect you are using. The

Citidirect training tutorial can also be found under this heading. You will need the Shockwave software program to run this training.

Help (Tool Bar upper right)**:** If help is needed while using Citidirect, you must call the CitiDirect's Help Desk**,** 1-800-790-7206, option 2.

INBOX

Whenever you log in, the system always displays the Inbox first. From the Inbox, you can view account information and you can refresh account information. The system will display "Current Status" information; i.e., all e-statements for your account. Approving officials can view the e-statements of the cardholders that are assigned to their approving official account. Status descriptions for the cardholder's view are as follows:

Interim - statement for the current cycle
New - statement whose end cycle date has passed

Examples of status descriptions for the approving official's view are: All, Approved, Closed, Interim, Pending Approval and New.

This is where you would download a copy of your e-statement for reconciliation.

REVIEW A CARDHOLDER STATEMENT

Select desired statement by identifying appropriate cycle end date from the appropriate 'end date' column.

Click on appropriate line under the 'card ends in' number column. This will display the desired Cardholder e-Statement for the selected cycle.

(From here you can review merchant information, view transaction details, attach and read notes, and complete a dispute form)

Merchant Information

Click on desired merchant name in "Merchant" column to view merchant address, MCC Code and Expense Type. This function works.

Click 'Close' to exit and return to Cardholder e-Statement.

View Transaction Details

Click desired dollar amount in 'Amount' column to view transaction details.

Click 'Close' to exit and return to Cardholder e-Statement. This function works.

Attach Notes/Read Notes. From the 'Transaction Detail' screen, you can attach a note permanently to the file for this transaction. Click 'attach notes'. A dialog box will appear allowing up to 255 characters. You will not be able to use this function because Citidirect is not interfaced with our finance system which would allow you to perform this function.

Type your message.

Click 'Ok' to exit and return to the 'Transaction Detail' screen.

Click 'Close' to exit and return to Cardholder Statement.

Note: When a note is attached to the transaction a RED envelope flag will be displayed on the Statement in the 'Note' column. To read the note at any time, click on the red envelope or the “Read Notes” block in the upper right. Again, this is function is not available at this time.

Complete a Dispute Form

Click Radio button (left of Post Date) on identified line. (Dispute button at the bottom of the form will light up.)

Click the 'Dispute' button. A Dispute form is presented with required transaction detail annotated.

Identify specific reason for dispute and click applicable radio button. Print form (use your PC/LAN Print Screen procedures)

Sign the form and Fax it to 605-335-1417 or Mail it to:
Citibank Card Services, P. O. Box 6125, Sioux Falls, SD 57117-6125

Note: Disputes do not become effective until Citibank receives the completed Dispute form with the cardholder's signature and date. Items 1-8 must be completed prior to submission to Citibank. Electronically submitted forms are not acceptable.

Since our finance system is not interfaced with Citidirect you will have to print this form off and fax a copy to the number above. A copy must also be forwarded with your statement to your approving official and to accompany the corporate invoice to the finance office that particular month and a copy maintained in your files.

INQUIRE
Click on Statements or Transactions:

Statement

Statements are located by defining three criteria: cycle, cardholder name and status.

Cycle: Select the desired monthly cycle required.

Cardholder Name: Enter your last name. (*Indicates required information)

Status: Select 'Interim' or 'New'. If ALL is desired, select 'All'.
Interim - statement for the current cycle.
New - statement whose end cycle date has passed.
Click 'Search'. A list of e-Statements defined by criteria will be displayed in 'Results' area below.

Identify Statement desired.

Click on 'Account Number' field for desired e-Statement.

To review your Statements, follow *Review a Cardholder Statement* noted in the Inbox Section above.

Transactions

Transactions are located by defining up to nine criteria: Account Number; Last Name, Date and Date To, Merchant, Amount and Amount To, Transaction Code, and Disputed. System will search for information based on criteria entered.

Note: Not all blocks need to be filled in. However, the more information given will provide for a more complete search.

Account Number: Enter your Account Number.

Last Name: Enter your Last Name.

Date and Date To: Enter date range for the search.

Merchant: Enter Name of Merchant.

Amount and Amount To: Enter dollar amounts for the search. Enter whole numbers only. Dollar signs not required.

Transaction Code: If code is known enter the code in this field.

3001 - Purchase Transaction
3006 - Credit Transaction
0108 - Payment Transaction

Disputed: To list all disputed transactions accepted by Citibank for your account. Click 'Search'. Information, based on criteria given, will appear under 'Results' section.

REVIEW TRANSACTIONS

From this 'Results' screen you are able to view *merchant information* by clicking on 'Merchant' and *transaction detail* by clicking on 'Amount'.

Merchant Information

Click on desired merchant name in "Merchant" column to view merchant address, MCC Code and Expense Type.

Click 'Close' to exit and return to Cardholder Statement.

View Transaction Details

Click desired dollar amount In 'Amount' column to view transaction details.

Attach and read notes if desired.

Click 'Close' to exit and return to Cardholder Statement.

ASSISTANCE

GUIDES

Click on 'Guides' to view guides or materials available.

Click on the desired 'Guide' or 'Materials' to view information needed.

Click on desired line of information needed to view text.

To exit Guides, click on Tool Bar for next selection.

TRAINING TUTORIAL.

CHANGE PASSWORD
Click on 'Change Password'. A Change Password dialog box will appear.

To change your password follow the steps noted in Logging In To CitiDirect-GCS above.

Note: You may change your password at any time. However, the system will prompt you to change your password every 30 days.

ABOUT CITIDIRECT
Click on “What's New” on the upper right hand side of the screen to view a narrative description and detail of all changes made to update the CitiDirect version you are using.

LOGGING OUT OF CITIDIRECT

There is a Logout link from each CitiDirect window.

Click on the 'Log out' link. The system pops up a Logout message box that prompts you to confirm you want to either log out from your current session, or you want to continue in the system.

Click on the 'OK' button to logout. The system closes all your current information and returns you to the 'Welcome to CitiDirect-GCS' window.

Note: When you change your password, you must follow the above logout procedures in order for the new password to be set up.

Click on 'Cancel' button to return to where you clicked on the Logout link.

FURTHER ASSISTANCE

If you are currently utilizing the Agency Purchase Card Program and have not been issued a userid and password for accessing Citidirect, please send an e-mail message to the Agency Program Coordinator, Velma Jones at vjones@usaid.gov or to Joan Swann at jswann@usaid.gov .

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